

Resident Involvement Statement 2008/9

This statement sets out our aims and commitment to resident involvement. It gives details of our achievements in the last year and our priorities for 2008/9. It has been put together after consultation with our residents and will be monitored and reviewed by our Tenant Committee.

Our Aims

Our aims for residents are:

- To improve our service
- To enhance our accountability to users
- To improve the local communities where our residents live

We realise that our tenants who live in their homes and receive the service that we provide, are in the best position to review the service and suggest how we can make improvements.

What Can Tenants Expect

- Arcon will offer a menu of opportunities for tenants to get involved. Tenants are able to choose the most appropriate method that suits them.
- We will use a variety of communication methods. We will listen and consider any comments or suggestions made.
- We will support tenants in any training needs that may help them to become involved.
- We will provide financial support for out of pocket expenses incurred. We will encourage participation from minority and hard to reach groups.
- We will encourage and support tenants who sit on our Housing Management Committee and our Board.
- We will provide information about how we are performing and use the newsletter and website to report on our involvement activities.

Our Achievements in 2007/8

We have

- Held an annual Tenants Forum.
- Offered meetings to all developments, providing the opportunities to discuss specifically what affects them where they live and the services that we provide.
- Two members of the Tenants Committee have become members of the Housing Management Committee.
- The Chair of the Tenants Committee has become a member of the Board.
- Tenants have participated in internal service improvement reviews.

- Tenants have helped to review the format and editorial content of the newsletter and are now involved in its production.
- Following on from suggestions made at the Tenants Forum, Arcon are investigating the possibility of introducing a mobile warden service for our over 55's scheme.
- We had a 47% response rate to the Status Survey which revealed that 91% of tenants were satisfied with the overall service provided by Arcon as a landlord.
- All developments have had satisfaction surveys completed on the services we provide such as gardening or cleaning.

Our Priorities for 2008/9

These priorities have been produced by our Tenants Committee who will review the progress made and set new priorities for the future.

- Implement a pilot scheme for a mobile warden service at Thompson and Wilton Courts.
- Raise awareness of financial inclusion issues, in particular the Manchester Credit Union and referrals to CAB.
- The chair of the Tenant Committee to sit on Arcon Board.
- Two tenants to sit on the Housing Management Committee.
- Offer tenants meetings to all developments.
- Investigate ways to encourage the hard to reach tenants to engage. Offer meetings based on social events, particularly for our dispersed stock.
- Train tenants to carryout a mystery shopping exercise.
- Get tenants involved in producing a range of information leaflets.
- Get tenants involved on the editorial panel of the newsletter.
- Hold our Annual Tenants Forum.
- Recruit new members to the Tenant Committee.
- Complete satisfaction surveys for services provided on schemes.
- Involve tenants in review groups, for example looking at financial inclusion issues.
- Hold four tenant Committee meetings during the year, review policies and procedures and the performance of the association.